

Agenda
ANIMAL CARE SERVICES ADVISORY BOARD MEETING
Animal Care Services Facility, 4710 State Highway 151, San Antonio, TX 78227
Wednesday, January 18, 2012 AT 6:30 PM

2012 JAN 18 PM 4:25
RECEIVED
CITY OF SAN ANTONIO
CLERK

At any time during the Animal Care Services Advisory Board Meeting, the Board may meet in Executive Session regarding any of the matters posted below in compliance with the Texas Open Meetings Act (Attorney-client, Personnel, Security, Real Estate) under Chapter 551 of the Texas Government Code.

1. Call to Order
2. Approval of minutes from December 14, 2011 and Amendment to November 16, 2011 Board Minutes.
3. Citizens to be heard
4. Brackenridge Park Facility Update -- *presented by Bill Hensley*
5. Director's Report regarding Best Friends Grant, Update on Brooks City Base, Pet Outlet Facility, Harris County/Columbia, Missouri, Update on HVPP, Update on Adoption Van, Administration, Live Release, Clinic, Shelter, Field and Fiscal Operations - *presented by Joe Angelo, ACS Interim Director*
6. Ad Hoc Committee/Standing Committee Reports -- *presented by Sallie Scott*
 - a. Inspection of Main Facility -- *presented by Jose De La Cruz and Sallie Scott*
 - b. Inspection of Southside Facility -- *presented by Bill White*
 - c. Efficiencies of Operations -- *presented by Rita Braeutigam*
7. Friends of Animal Care Services Report regarding the agency's collaboration with projects around the City of San Antonio -- *presented by Mona Thaxton FACS*
8. Consortium of Partners Report regarding consortium's community education and awareness campaign on pet owner responsibility, including spaying and neutering; reduction of stray and homeless animals; best practices of animal care organizations; implementation of effective public policy and ordinances; fundraising; and the fostering of further development of consortium partners - *presented by Gavin Nichols, San Antonio Area Foundation*
9. Alamo Area Partners for Animal Welfare Report regarding adoption results and future events of the organization. - *presented by Deanna Lee, President*
10. Set next meeting date
11. Adjournment

DISABILITY ASSISTANCE NOTICE

This meeting site is wheelchair accessible. Parking is available. Auxiliary Aids and Services are available upon request (Interpreters for the Deaf must be requested forty-eight [48] hours prior to the meeting). For Assistance, Call (210) 207-7245 Voice/TTY.

Esta reunión es accesible a personas incapacitadas. Se hará disponible el estacionamiento. Equipo y servicios adicionales (interpretes para los sordos) se harán disponibles si se pide con cuarenta y ocho (48) horas de anticipación a la reunión. Para asistencia llame al (210)207-7245 por voz/servicio de TTY.

MEETING MINUTES
Animal Care Services Advisory Board
December 14, 2011
6:30 PM
Animal Care Services Facility
4710 State Highway 151, Annex Training Rooms 1 & 2

ACS Board Members: Sallie Scott-Chair, Mona Thaxton-Vice Chair, William White-Secretary, Rita Braeutigam, *Joe Guerra, Pamela Cravets, Jose De La Cruz, *Randy Murdock, Shannon Espy, * David Garza

Ex-Officio Members: Erik Walsh, Charles Pruski, Gary Hendel

* Indicates Not Present
District 1 vacant

Staff Liaison: Maria Kieke

I. Call to Order

Sallie Scott convened the meeting at 6:38 PM with a quorum present. Ms. Scott called for approval of the minutes for December 14, 2011. Pamela Cravets motioned to approve and Jose De La Cruz second the motion. Minutes passed.

Ex-Officio Announcements:

Erik Walsh, Deputy City Manager gave his thanks to the Board for their work in support of ACS.

II. Employee of the Month: All ACS Staff.

III. Citizens to be heard: Four citizens signed up to speak as follows:

1. John Bachman noted concerns as follows:
 1. Mr. Bachman noted concern over the allocation of the \$400,000 money which he felt should be processed through an RFP. He noted that those involved again are the same people. He also stated that the City should have done a bid which would have given other people besides the ones chosen a chance. The City should be looking at how efficient these groups are and what they've done in the past. He also noted that SPAYSA are performing less spay/neuter than the year before. He concluded by stating that the City is supposed to be on the Board at the Vet Association and we have had no representation in over a year.
 2. Mr. Bachman also expressed his concern about the December 14, 2011 Board packet not including a kennel report or a budget report.
2. Deanna Lee – passed her time to John Bachman
3. Lynnne Bunten – had nothing to say.
4. Jim Smith – expressed his concerns and requests as follows:
 1. He stated that his question about Brooks from last the last Board meeting was not included in the December 2011 minutes under citizens to be heard and requested for minutes to be revised.
 2. Mr. Smith asked if ACS had found a method of identifying animals on the website to make them more available before their due date.

3. Mr. Smith is requesting status regarding the vaccination process. He is asking, if ACS is still following requirements about the 6-8 and or 10 hours that the manufacturer requires when mixing vaccines in advance. Is serum viable?

The Interim Director, Joe Angelo provided an update to Mr. Smith's questions: (1) in regards to signage for Brooks – Brooks requested for no signs. We are working on a longer term solution that will appeal to all, (2) Website in identifying animals has been corrected, (3) We are viable and added that Mr. Smith is correct regarding time for mixing vaccines. We have secured the proper time for mixing vaccines and have shared this information with our employees in the clinic by following manufacturer's recommendations. He concluded by thanking Mr. Smith for bringing these concerns to our attention.

IV. Bill White presented a report regarding 2012-2017 Bond Program Development Meetings

Mr. White reported he attended the final Parks Community Bond Committee meeting (December 6, 2011) and Facilities & Community Initiatives Community Bond Committee meeting (December 8, 2011) at 1901 South Alamo St. As citizens were permitted to speak at the Dec. 6 meeting, Mr. White said he expressed support for the Parks and Recreation Department's ongoing program to include dog parks and other facilities in new and existing parks, an effort supported indirectly by existing park funding and funds made available by bond programs. After minor shifting of funds between park projects, the committee voted to approve the list of \$65 million of recommendations for Parks.

At the December 8 meeting for Facilities & Community Initiatives, the \$2.2 million Animal Care Center Kennels project to provide additional capacity to support animal adoption efforts was temporarily removed. When a member asked whether the ACS project could be cut in half, CIMS Director Mike Frisbie explained that this is "an all-or-nothing" project, where it could not fulfill its function when built in part. Several committee members noted that all of the projects had been carefully vetted by both staff and the committee, and that dropping projects from the list of recommendations would defeat the purpose of the Bond development process, for which they worked closely to complete. After restoring the list to close to its original form, including the \$2.2 million ACS project, the committee voted to approve \$61 million of recommendations for Facilities & Community Initiatives.

Mr. Walsh added that all citizens Bond committee recommendations will be presented on January 11, 2012 City Council "B" Session and be voted upon on January 12, 2012 at City Council "A" Session. If approved, the recommendations will be presented to voters.

V. Director's Report:

Joe Angelo updated the Board on the following items: (1) a Cattery update is being presented by Robert Young which comes directly from the Brackenridge presentation which was provided to all, (2) an update on the ban of puppy sales is being presented by Vincent Medley directly from a handout provided to all, (3) Lisa Norwood provided a briefing on the ACS Marketing Campaign by noting that ACS is working with Amaezing Marketing to craft a comprehensive promotional campaign that will kick off in the new year. The campaign will include radio, television spots, as well as billboards in the department's key target areas. She also noted that ACS will have Fiesta Parade exposure at next year's Flambeau Parade, (4) Jeanne Saadi reported that our Live Release was an overall 58% and 75% were treatable, (5) Christine Garnett in the Clinic reported that 86 surgeries were performed in 1 day and that 89 adoptions were done in 1 weekend. She summarized that the Clinic is striving in performing more surgeries, (6) Elizabeth Kalmykov in Shelter reported that they have created a new check list for the kennels, ordered new signage and 2 grooming tubs. It was also reported that the socialization area didn't have agility equipment, (7) Field reported success regarding dangerous cases. They also had a large volunteer turnout at the last CNSI event in which 600 homes were visited, (8) Heber Lefgren closed by noting that the ACS budget is on target with a small cushion. He also noted that performance measures for our department are in line with enforcement, control and live release.

Board Comments:

-Sallie Scott commented by asking if we were adding positive notes on our cages.

Rita Brauetigam had a question regarding licensing and feral cats; and added what people do who were served by ACS.

-Gary Hendel answered Ms. Brauetigam by stating that people who are inadvertently served just need to call ACS and say that they are not the owner in order for us to remove them.

-Rita Brauetigam noted that she likes our new operating reporting in which we provide numbers on a daily basis instead of at end of month. Ms. Brauetigam concluded by requesting two things (1) more equipment and crates, (2) we need to look at how to get the tools needed.

-Sallie Scott responded by stating that FACS will somehow find the money.

The next month's volunteers for the inspections are as follows:

Main Facility – Jose De La Cruz & Bill White

Southside Facility – Rita Brauetigam

VI. AAPAW report & news

Deanna Lee reported that their projected adoption goal will not be met for 2011. She noted that advertising is a key and helps reinforce the message. Ms. Lee concluded by announcing that the new AAPAW website will be launched early next year.

VII. Adjournment

The Board next meeting will take place on January 18, 2012 at 6:30p.m.

The meeting adjourned at 8:26pm.

MEETING MINUTES
Animal Care Services Advisory Board
November 16, 2011
5:00 PM
Animal Care Services Facility
4710 State Highway 151, Annex Training Rooms 1 & 2

ACS Board Members: Sallie Scott-Chair, Mona Thaxton-Vice Chair, William White-Secretary, Rita Braeutigam, Joe Guerra, Pamela Cravets, Jose De La Cruz, *Randy Murdock, Shannon Espy.

Ex-Officio Members: Erik Walsh, Charles Pruski, Gary Hendel

* Indicates Not Present

Staff Liaison: Maria Kieke

I. Call to Order

Sallie Scott convened the meeting at 5:12 PM with a quorum present. Ms. Scott called for the Board members to review the minutes for August 17, 2011, September 6, 2011 and September 21, 2011. Joe Guerra motion to approve and Rita Brauetigam second the motion. Minutes were approved.

II. Employee of the Month: Audra Houghton

III. Citizens to be heard: Four citizens signed up to speak as follows:

Jim Smith noted concerns regarding 2 items:

1. Vacancy availability at ACS kennels. He walked the kennels and noted that 24 spaces were available. He also stated that if space is available, "was ACS still killing puppies within the shelter."
2. Vaccination Protocols – He wanted to know if ACS is following the manufacturer's guidelines correctly when mixing medication. If ACS is using \$90,000 for vaccination materials, "is it viable, are we wasting \$90,000."
3. Mr. Smith asked for signage at Brooks.

Rita Brauetigam responded to Mr. Smith by letting him know that ACS has a new program and is working with Dr. Jefferson from Austin Pets Alive. Ms. Brauetigam also stated that vaccination protocols have been changed since October 2011. Ms. Brauetigam's statements were reinforced by Joe Angelo's remarks regarding vaccination protocols under control. He also stated that if protocols are not addressed, they will be.

John Bachman noted concerns as follows regarding:

1. He stated that as of this afternoon, Joellen Croft sent an e-mail both to Joe and Gary regarding pre-drawn and pre-mixed syringes. Some say protocols are set and others say they are not. He also stated that it was a mess and it's still a mess. He had recommended for the City to bring outside people like those experts from Florida with vaccinations to look at the operation.
2. He stated that they addressed this via-email regarding the no ban in feeding animals in San Antonio and there is still no answer on Chapter 5 ordinance – didn't put ban in it, regarding stray animals. He noted that ACS has problems in the field regarding vaccination of the animals and in writing citations to under privileged people that we are sending to court for not having a \$5 dollar license. He also noted that there is no vaccination for puppies and that we don't provide help for sick animals.

Mr. Angelo responded to Mr. Bachman's concerns, noting the following: (1) no syringe e-mail received, (2) In regards to no outside people - we not only brought Dr. Ellen Jefferson from Austin Pets Alive who walked our kennels and due to her assistance our vaccination protocols are better, (3) We did not ban the feeding of stray animals, (4) Field problems are significant with respect to bites, cruelty, strays and vaccinations and our only resource is our laws to enforce and abide by, (5) We offer free vaccinations, free s/n, and those who cannot or will not follow these, we will enforce the ordinance, (6) In regards to the Parvo sick puppies, we don't have the resources for it and our Veterinarian went above and beyond to provide the puppies with medical assistance. Mr. Angelo concluded that he will continue to support every member of his team.

Lynnie Bunten gave her time to John Bachman.

Deanna Lee – Ms. Lee noted concerns about the legality to feed strays. Her main concern is about the 3 dogs that bit a citizen that might be a case of mistaken identity.

Vincent Medley stated that the dogs were verified as being those that bit the victim.

Update on San Antonio Feral Cat Coalition presented by Jenny Burgess will be added to next month's agenda.

Vincent Medley presented a Dangerous Dog Ordinance Review which was the presentation made to City Council and was passed.

The Interim Director, Joe Angelo provided an update to the Board directly from the RFI document ACS issued for the HVPP that will appear at "B" session on Nov. 30th.

IV. Director's Report:

Joe Angelo reported to the Board that ACS has achieved a 44% live release rate in October 2011. This is the highest in recorded history. ACS will go to Council on December 1st to request contract approval for Animal Care Spay/Neuter Services. The City is funding a total of \$400,000 and will contract with five different agencies to provide spay/neuter surgeries within the community to include SNAP, SNIPSA, SPAYSA, ADL and Humane Society of San Antonio. The contracts will take effect on January 1, 2012 through September 30, 2012 which will result in approximately 7,500 surgeries. He noted that ACS is still working on vaccination process and protocols. The Board was also informed that ACS would begin opening only for adoptions on Sunday, December 4th and will be open from 12Noon -4pm. He noted that ACS is working with the Feral Cat Coalition and we have started our first feral cat colony at the Brooks Facility; four cats are already there. Mr. Angelo also reported that due to a lot of feedback ACS will be planning a cattery at the Brackenridge facility.

The next month's volunteers for the inspections are as follows:

Main Facility – Jose De La Cruz & Sallie Scott

Southside Facility – Bill White

V. Gavin Nichols SAAF report & news

It was announced that the Community Grant Process has just started. SAAF is raising funds in the amount of \$86,000 for Brackenridge.

VI. AAPAW report & news

Deanna Lee reported that they are low on adoptions and have 50% less for advertising events within their organization. Ms. Lee also noted that they are working on a new website.

VII. Future items for discussion:

The Board Chair, Sallie Scott is requesting an update on the licensing program and how it works.

Announcements:

The Deputy City Manager, Erik Walsh announced to all to attend the next "B" session on November 30th regarding HVPP.

VIII. Adjournment

The Board next meeting will take place on December 14, 2011 at 6:30p.m.

The meeting adjourned at 7:06pm.

CITY OF SAN ANTONIO
DEPARTMENT OF ANIMAL CARE SERVICES
DIRECTOR'S REPORT

January 18, 2012

DEPARTMENT OPERATIONS

Field Operations. In the month of December, ACS completed the 3rd Block-Walk of its Comprehensive Neighborhood Sweeps Initiative (CNSI). The Department will begin its 4th Block-Walk (District 1) on January 20th. In addition, the field office is undergoing some major changes in preparation for a new dispatch center which will house 3 new dispatch officers to provide improved animal care services to our community. As part of the new dispatch project, all trucks will be equipped with new semi-rugged laptops. Installation of laptops is should be completed in the next few weeks.

Shelter and Live Release. ACS achieved a 58% Live Release rate in December 2011 – the highest in recorded history and above our FY 2013 Target of 54%. On January 19, 2011 ACS will present to City Council agreements with San Antonio Pets Alive and the Humane Society of San Antonio for the rescue of 6,000 additional animals. These partnerships are a key reason for how ACS has been able to significantly increase our Live Release rate.

Clinic Operations. Contracts with spay and neuter partners were finalized and approved by City Council on December 1, 2011 and went into effect January 1, 2012. Dr. Marilyn Gotbeter has accepted an offer to become ACSs new staff veterinarian. This has been a long time coming and Dr. Gotbeter has a great rapport with staff. It is expected she will begin within the next couple of weeks.

MEDIA/OPEN RECORDS

Media. Below are many of the featured media events that occurred during the month of December.

- *Holiday adoption-* The shelter was able to leverage widespread traditional and social medial awareness to adopt almost 100 animals during a special Christmas Eve adoption event at the shelter. Pre-publicity tied to the end of the year event to a need to continue the successful live release rate the department achieved.
- *ACS Marketing Campaign-* Animal Care Services begun the strategic planning for the upcoming media campaign in partnership with Amazing Marketing. Messaging will support the department's strategic priorities and audiences have been pre-identified through the ongoing Comprehensive Neighborhood Sweeps Initiative, which centers on communities with the highest concentrations of roaming animals and bite cases.
- *Holiday Stories-* The shelter received extensive holiday coverage in the Express News with stories on Fostering, pets as presents, holiday pet behavior and a trio of donkeys in need of adoption. The department's relationship with the newspaper continues to grow in a positive direction with additional reporters interested in covering stories with an ACS angle.
- *Santa Paws-* The department's partnership with the River City Cluster of Dog Shows was highlighted in a media photo opportunity that drew the majority of the local television affiliates. The media event featured members of the group with Santa Paws giving gifts to each of the dogs and cats in the kennels.

ADDITIONAL ITEMS TO BE ACKNOWLEDGED

Donations from PETCO Foundation and Corporation. In September 2011, PETCO Foundation and PETCO Corporation approached ACS regarding the facilities being built at Brackenridge park. PETCO sought opportunities that would provide a legacy for a long-time PETCO employee (Paul Jolly), who was recently diagnosed with a terminal illness, by making a donation to ACS to honor his memory. PETCO proposed the following terms:

- A donation to ACS from PETCO Foundation in the amount of \$500,000 (\$100,000 installments over 5 years) and recognition by the City of donation by naming the adoption facility at Brackenridge park.
- A donation to ACS from PETCO Corporation in the amount of \$500,000 (\$100,000 installments over 5 years) and recognition by the City of said donation by naming the animal spay and neuter facility and pavilion at Brackenridge park for PETCO Corporation.
- Require all donations be dedicated to efforts that enhance animal welfare at ACS.

This donation proposal will be presented to City Council January 19, 2010.

TNR Grant from Best Friends. In December 2011, Animal Care Services was approached by Best Friends Animal Society (BFAS) regarding a Trap Neuter and Release (TNR) grant opportunity. In the same month, ACS applied for the grant and was awarded \$874,000 in cash and in-kind contributions over a three-year period (through April 15, 2015). The City Council provided approval to accept the grant during its January 14, Council Meeting.

The resources of this grant will be used to further enhance the City's ability with TNR which has proven to be an effective and humane means of addressing the stray cat overpopulation. TNR ensures feral cats are sterilized and vaccinated which reduces nuisance behaviors and public safety concerns that, in many cases, lead to increased feral cat euthanasia. TNR was endorsed by City Council in 2007. With the help of this Grant, ACS anticipates seeing a reduction in cat euthanasia and cat intake rates.

ANIMAL CARE SERVICES

PERFORMANCE MEASUREMENT REPORT

December 2011

Performance Indicators	FY 2011 Annual Actuals	FY 2012 Annual Target	FY 2012 YTD Target	FY 11 YTD Actuals	FY 12 YTD Actuals	DEC. Actuals
ENHANCED ENFORCEMENT:						
Number of animals field impoundments	17,826	18,510	4,627	3,590	4,441	1,356
Number of field return to owners	N/A	213	53	NA	179	33 ^a
Number of citations/warnings issued	5,190	6,000	1,500	1,163	994	235 ^b
Number of calls for service requests	80,772	82,000	20,499	19,231	19,459	6,080
IMPROVED CONTROL:						
Number of surgeries performed at ACS	8,793	12,806	3,201	1,958	1,587	737 ^c
Number of surgeries performed by partners	9,347	9,344	0	TBD	TBD	TBD
Number of licenses issued	N/A	25,000	6,249	NA	5,209	1,746
INCREASE LIVE RELEASE:						
Number of animals intake	29,613	29,700	7,425	5,978	6,858	2,379 ^d
Live release rate	32%	38%	38%	35%	52%	58%
Number of adoptions	4,330	4,345	1,086	997	1,361	617
Number of RTOs	1,707	2,134	533	371	474	173
Number of animal rescues	2,939	4,172	1,042	654	1,613	562 ^e
ADMINISTRATION/OTHER:						
FY 2012 Budget	\$8.85 M	\$9.44 M	\$2.19 M	2.26 M	\$1.98 M	
Number of volunteers	436	500	446	436	436	
Number of volunteer hours	22,497	23,000	5,750	4,356	3,843	1,146
Number of media interactions	317	400	87	TBD	89	37

VARIANCE EXPLANATIONS:

^a Increase in field RTO is due to added focus from Field Officers and trying to find owner while in the field.

^b Department has established individual performance measurements (effective January 2012) that will help ensure departmental measurements are met.

^c Decrease in in-house surgeries is due to vacancies during the months of October and November. Number of surgeries performed in December is 94 higher than prior year. ACS anticipates reaching targeted amounts by year end.

^d Department is experiencing an increase in animals taken in over-the-counter

^e Increase is primarily due to the addition of American Pets Alive as a rescue partner and the increased intake from the Humane Society.



City of San Antonio - Animal Care Services
ACS Asilomar Report
12/1/2011 To 12/31/2011.



Beginning Shelter Count: 511

A: Live Release (Healthy/Treatable only): 78.75 %
B: Live Release (All animals): 58.29 %

The live release % (Healthy/Treatable only) 'A' takes into account only Healthy and treatable animals (Condition determined at time of the animal leaving the facility). 'B' gives overall live release %.

INTAKE (Live Dogs & Cats Only)			
	Dogs	Cats	Total
<i>From the Public</i>			
Healthy	1296	147	1443
Treatable-Rehabilitatable	108	6	114
Treatable-Manageable	308	32	340
Unhealthy and Untreatable	378	98	476
B Subtotal Intake from Public	2090	283	2373
<i>Incoming Transfers from Organizations within Community/Coalition</i>			
C Subtotal Intake from Organizations within Commu	0	0	0
<i>Incoming Transfers from Organizations outside Community/Coalition</i>			
D Subtotal Intake from Organizations outside Commu	2	0	2
<i>From Owners/Guardians Requesting Euthanasia</i>			
Healthy	1	0	1
Treatable-Rehabilitatable	0	0	0
Treatable-Manageable	2	1	3
Unhealthy and Untreatable	49	15	64
E From Owners/Guardians Requesting Euthanasia	52	16	68
F Total Intake [B+C+D+E]	2144	299	2443
G Owner/Guardian Requested Euthanasia (Unhealthy&Untreatable Only)	49	15	64
H Adjusted Intake [F-G]	2095	284	2379

OUTCOME

ADOPTIONS (Only dogs and cats adopted by the public)

Involving Dogs and Cats from Animals Control and Traditional Shelters

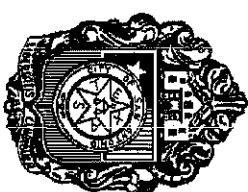
	Healthy	495	108	603
	Treatable-Rehabilitatable	2	1	3
	Treatable-Manageable	3	2	5
	Unhealthy and Untreatable	1	3	4
I	Total Adoptions	502	114	616
	Outgoing Transfers to Organizations within Community/Coalition			
	Healthy	147	30	177
	Treatable-Rehabilitatable	5	0	5
	Treatable-Manageable	3	0	3
	Unhealthy and Untreatable	0	0	0
J	Total Outgoing Transfers to Organizations within	155	30	185
	Outgoing Transfers to Organizations outside Community/Coalition			
	Healthy	226	36	262
	Treatable-Rehabilitatable	39	0	39
	Treatable-Manageable	51	15	66
	Unhealthy and Untreatable	9	0	9
K	Total Outgoing Transfers to Organizations outside	325	51	376
L	Return to Owner/Guardian	171	2	173
	Dogs & Cats Euthanize			
	<i>Involving Dogs and Cats from Animals Control and Traditional Shelters</i>			
M	Healthy (Includes Owner/Guardian Requested Euthanasia)	275	13	288
N	Treatable-Rehabilitatable (Includes Owner/Guardian Requested Eutha	14	0	14
O	Treatable-Manageable (Includes Owner/Guardian Requested Euth	42	0	42
P	Unhealthy and Untreatable (Includes Owner/Guardian Requested	567	121	688
Q	Total Euthanasia [M+N+O+P]	898	134	1032
R	Owner/Guardian Requested Euthanasia (Unhealthy and Untreatable	50	16	66
S	Adjusted Total Euthanasia [Q-R]	848	118	966
T	Subtotal Outcomes [I+J+K+L+S]	2001	315	2316
	<i>Excludes Owner/Guardian Requested Euthanasia (Unhealthy and Untreatable Only)</i>			
U	Died or Lost in Shelter Care	32	13	45
V	Total Outcomes [T+U]	2033	328	2361
	<i>Excludes Owner/Guardian Requested Euthanasia (Unhealthy and Untreatable Only)</i>			

**** NOTE **** The Subtotal Outcomes (T) for the live release formula does not include Died, Lost or State Lab Outcomes.

Ending Shelter Count: 419



The City of San Antonio, TX
Animal Care Services Department
Inspection Checklist



This checklist was developed to assist ACS management and Advisory Board with "best practice" compliance. The inspection items pertain to customer service, workspace and kennel conditions. Previous Facility Inspection Checklist items requiring special attention will be reviewed on current inspections to ensure that deficiencies have been corrected. Items that have not been addressed or corrected should be marked and highlighted.

Date and Time:	Sunday, January 1, 2012, 1 p.m.; Tuesday, January 10, 2012 by Sallie Scott
Inspector(s):	Jose de la Cruz and Sallie Scott

Inspection Areas:

- | | |
|--|-------------------------------------|
| Area 1 - Management and Administration | Area 12 - Veterinary Clinic |
| Area 2 - Annex Building | Area 13 - Field Operations Building |
| Area 3 - Building #1 (Puppy Kennel) | Area 14 - Common Areas |
| Area 4 - Building #2 (Quarantine Kennel) | |
| Area 5 - Building #3 (Adoption Kennel) | |
| Area 6 - Building #4 (Adoption Kennel) | |
| Area 7 - Building #5 (Cat Kennel) | |
| Area 8 - EBI | |
| Area 9 - Storage Areas | |
| Area 10 - Animal Control Officer Trucks | |
| Area 11 - Livestock Area | |

A= Acceptable

M= Minor Deficiency

S= Significant Deficiency

**Inspection Area 1
Management and Administration**

Item #	Main Lobby	A	M	S	Item #	Customer Service	A	M	S
1-01	Clean floors & windows	X	<input type="checkbox"/>	<input type="checkbox"/>	1-17	Courteous customer service provided	X	<input type="checkbox"/>	<input type="checkbox"/>
1-02	Educational literature available (Spanish & English)	<input type="checkbox"/>	X	<input type="checkbox"/>	1-18	Customers assisted in a timely and organized manner	X	<input type="checkbox"/>	<input type="checkbox"/>
1-03	Up-to-date Information board	X	<input type="checkbox"/>	<input type="checkbox"/>	1-19	Telephone answered in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1-04	Organized countertop	X	<input type="checkbox"/>	<input type="checkbox"/>					
1-05	Lost and Found book	<input type="checkbox"/>	X	<input type="checkbox"/>	Item #	Foster/Rescue Area	A	M	S
Item #	Intake Room	A	M	S	1-20	Clean floors & windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1-06	Clean floors & windows	X	<input type="checkbox"/>	<input type="checkbox"/>	1-21	Organized desk areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1-07	Organized desk areas	X	<input type="checkbox"/>	<input type="checkbox"/>	1-22	Educational literature, Foster Applications, and adoption profiles available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1-08	Educational literature available (Spanish & English)	<input type="checkbox"/>	X	<input type="checkbox"/>	1-23	Clean kennels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1-09	Refrigerator stocked with DHPP and Bordetella vaccine	<input type="checkbox"/>	X	<input type="checkbox"/>	1-24	Supply cabinets stocked or materials accounted for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1-10	Clean kennel(s)	X	<input type="checkbox"/>	<input type="checkbox"/>	1-25	Clean and orderly clinic area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1-11	Working Micro-Chip Scanner(s)	<input type="checkbox"/>	<input type="checkbox"/>	?	1-26	Clean outdoor kennel area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Item #	Adoption Center* moved	A	M	S	1-27	Organized supply shed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1-12	Clean floors & windows	X	<input type="checkbox"/>	<input type="checkbox"/>					
1-13	Organized counter	X	<input type="checkbox"/>	<input type="checkbox"/>	Item #	Restrooms	A	M	S
1-14	Educational literature available (Spanish & English)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1-28	Men's room clean and stocked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1-15	Clean kennels	X	<input type="checkbox"/>	<input type="checkbox"/>	1-29	Women's room clean and stocked	X	<input type="checkbox"/>	<input type="checkbox"/>
1-16	Customers assisted in a timely and organized manner	X	<input type="checkbox"/>	<input type="checkbox"/>					

-- Comments/Actions Needed --

Need education literature in front lobby (Feral Cat & Stray Cat Policy). Need Pet Health Alert in Intake room. Lost & Found Book up to date but front cover torn off. Could not find scanner; rabies vaccine was in refrigerator as well as 3 mixed vials. No one knew where a scanner was. Couldn't get in administration part of building. Since the adoptions have moved into the kennels, is there going to be a place on the walls to put literature? On Tuesday, files stacked in hallway to be scanned or some shredded. Women's restroom has loose handle on last stall.

**Inspection Area 2
Annex Building**

Item #	Lobby Area	A	M	S		Item #	Training Room 1	A	M	S
2-01	Clean floors & windows	X	<input type="checkbox"/>	<input type="checkbox"/>		2-07	Clean floors & windows	X	<input type="checkbox"/>	<input type="checkbox"/>
2-02	Lobby Area is neat and orderly	<input type="checkbox"/>	X	<input type="checkbox"/>		2-08	Desks and chairs setup for training	<input type="checkbox"/>	X	<input type="checkbox"/>
2-03	Educational literature (Spanish & English)	X	<input type="checkbox"/>	<input type="checkbox"/>		Item #	Training Room 2	A	M	S
2-04	Volunteer information board is up to date	X	<input type="checkbox"/>	<input type="checkbox"/>		2-09	Clean floors & windows	X	<input type="checkbox"/>	<input type="checkbox"/>
						2-10	Desks and chairs setup for training	<input type="checkbox"/>	X	<input type="checkbox"/>
Item #	Volunteer Office	A	M	S		Item #	Restrooms	A	M	S
2-05	Organized work area	X	<input type="checkbox"/>	<input type="checkbox"/>		2-11	Men's room clean and stocked	<input type="checkbox"/>	<input type="checkbox"/>	X
2-06	Educational literature and volunteer applications available	X	<input type="checkbox"/>	<input type="checkbox"/>		2-12	Women's room clean and stocked	<input type="checkbox"/>	<input type="checkbox"/>	X
-- Comments/Actions Needed --										
Tables put together and chairs stacked. What about the TV going back to the main lobby? The restrooms were messy – paper all over floor, no toilet paper, no paper towels.										

-- Comments/Actions Needed --
Tables put together and chairs stacked. What about the TV going back to the main lobby? The restrooms were messy – paper all over floor, no toilet paper, no paper towels.

**Inspection Area 3
Building 1 / Puppy Kennel**

Item #	Perimeter Play Area	A	M	S		3-14	All equipment is operational	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-01	Clean play area	X	<input type="checkbox"/>	<input type="checkbox"/>		3-15	All chemicals are properly labeled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-02	Cleaning Station is stocked with waste removal bags	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Item #	Kennels	A	M	S
Item #	Lobby Area	A	M	S		3-16	Clean floors & windows	X	<input type="checkbox"/>	<input type="checkbox"/>
3-03	Prepped foot baths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-17	Hand sanitizer available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-04	Clean floors & windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-18	Clean Floors and Windows	X	<input type="checkbox"/>	<input type="checkbox"/>
3-05	Counter-tops clean and orderly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-19	Kennel runs and doors are clean	X	<input type="checkbox"/>	<input type="checkbox"/>
3-06	Greeted upon entering by either staff and/or volunteer(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-20	All occupied runs have fresh water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-07	Employees are in compliance with dress code	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-21	Food bowls in each occupied run / or washed and neatly stacked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-08	Refrigerator is well stocked with vaccines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-22	Drains free of gunk	X	<input type="checkbox"/>	<input type="checkbox"/>
3-09	All Chemicals are properly labeled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-23	Accuracy of Kennel Cards (i.e. picture, age, AID, and vaccinations) *Evaluate at random	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Item #	Laundry/Grooming Area	A	M	S		3-24	All green sleeve dogs have happy kennel cards/appealing descriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-10	Washer/Dryer are clean and operational	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-25	Runs have bedding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-11	Bathing Stations clean and debris free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-26	Toys available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-12	Holding Kennels are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-27	Number of clogged drains			
3-13	Area is stocked with cleaning and grooming supplies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-28	Number of open kennels			

-- Comments/Actions Needed --
San Antonio Humane Society uses this building. We could see in the windows.

**Inspection Area 4
Building 2 / Quarantine Kennel**

Item #	Main Kennel Area	A	M	S	Item #	Rear Kennel Area	A	M	S
4-01	Prepped foot baths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4-14	Clean floors and countertops	X	<input type="checkbox"/>	<input type="checkbox"/>
4-02	Hand sanitizer available	X	<input type="checkbox"/>	<input type="checkbox"/>	4-15	Clean kennels	X	<input type="checkbox"/>	<input type="checkbox"/>
4-03	Clean floors and windows	X	<input type="checkbox"/>	<input type="checkbox"/>	4-16	Fresh water in all occupied kennels	X	<input type="checkbox"/>	<input type="checkbox"/>
4-04	Kennel runs and doors are clean	X	<input type="checkbox"/>	<input type="checkbox"/>	4-17	Accuracy of Kennel Cards (i.e. picture, age, vaccinations, and bite report) * Evaluate at random	X	<input type="checkbox"/>	<input type="checkbox"/>
4-05	Kennel doors secured with clip	X	<input type="checkbox"/>	<input type="checkbox"/>	4-18	Stocked food bins	X	<input type="checkbox"/>	<input type="checkbox"/>
4-06	Accuracy of kennel cards (i.e. picture, age, vaccinations, and bite report) * Evaluate at random	X	<input type="checkbox"/>	<input type="checkbox"/>	4-19	Trash receptacle not overflowing	X	<input type="checkbox"/>	<input type="checkbox"/>
4-07	All occupied runs have fresh water	X	<input type="checkbox"/>	<input type="checkbox"/>	4-20	Microchip scanner available	<input type="checkbox"/>	<input type="checkbox"/>	X
4-08	Food bowls in each occupied run / or washed and neatly stacked	X	<input type="checkbox"/>	<input type="checkbox"/>					
4-09	Drains free of gunk	X	<input type="checkbox"/>	<input type="checkbox"/>	Item #	Rear Intake Area	A	M	S
4-10	Runs have bedding	X	<input type="checkbox"/>	<input type="checkbox"/>	4-21	Prepped foot baths	<input type="checkbox"/>	<input type="checkbox"/>	X
4-11	Toys available	<input type="checkbox"/>	<input type="checkbox"/>	X	4-22	Clean Floor	X	<input type="checkbox"/>	<input type="checkbox"/>
4-12	Number of clogged drains out of 55				4-23	Refrigerator stocked with DHP and Bordetella vaccine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4-13	Number of open kennels out of 55	12			4-24	Dip tank clean and operational	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

-- Comments/Actions Needed --

No need for prepped foot baths? Sallie spoke to Dr. Smith asking about prepped foot baths for each kennel area and she indicated that these were necessary to maintain health of animals. She indicated that all vaccinations were now to be done only through the clinic. No clogged drains finally!! ALL kennels were clean and many dogs had rugs/blankets/beds. One dog had a dog bed, toy, two large chew bones, & plenty of water.

Inspection Area 5
Building 3 / Adoption Kennel

Item #	Main Kennel Area	A	M	S		Item #	Rear Kennel Area	A	M	S
5-01	Prepped foot baths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	?	5-15	Clean floors and countertops	X	<input type="checkbox"/>	<input type="checkbox"/>
5-02	Hand sanitizer available	<input type="checkbox"/>	<input type="checkbox"/>	X		5-16	Clean kennels	X	<input type="checkbox"/>	<input type="checkbox"/>
5-03	Clean floors and windows	X	<input type="checkbox"/>	<input type="checkbox"/>		5-17	All occupied runs have fresh water	X	<input type="checkbox"/>	<input type="checkbox"/>
5-04	Kennel runs and doors are clean	X	<input type="checkbox"/>	<input type="checkbox"/>		5-18	Accuracy of Kennel Cards (i.e. picture, age, vaccinations, and bite report)* <i>Evaluate at random</i>	X	<input type="checkbox"/>	<input type="checkbox"/>
5-05	Kennel doors secured with clip	X	<input type="checkbox"/>	<input type="checkbox"/>		5-19	All green sleeve dogs have happy kennel cards / appealing descriptions	<input type="checkbox"/>	<input type="checkbox"/>	X
5-06	Accuracy of Kennel Cards (i.e. picture, age, AID, and vaccinations) * <i>Evaluate at random</i>	X	<input type="checkbox"/>	<input type="checkbox"/>		5-20	Food bins	X	<input type="checkbox"/>	<input type="checkbox"/>
5-07	All green sleeve dogs have happy kennel cards/appealing descriptions	<input type="checkbox"/>	<input type="checkbox"/>	X		5-21	Trash receptacle not overflowing	X	<input type="checkbox"/>	<input type="checkbox"/>
5-08	All occupied runs have fresh water	X	<input type="checkbox"/>	<input type="checkbox"/>		5-22	Microchip scanner	<input type="checkbox"/>	<input type="checkbox"/>	X
5-09	Food bowl in each occupied run - or washed and neatly stacked	X	<input type="checkbox"/>	<input type="checkbox"/>		Employees couldn't find scanner.				
5-10	Drains free of gunk	X	<input type="checkbox"/>	<input type="checkbox"/>		Item #	Rear Intake Area	A	M	S
5-11	Runs have bedding	X	<input type="checkbox"/>	<input type="checkbox"/>		5-23	Prepped foot baths	<input type="checkbox"/>	<input type="checkbox"/>	X
5-12	Toys available	<input type="checkbox"/>	<input type="checkbox"/>	X		5-24	Clean Floor	X	<input type="checkbox"/>	<input type="checkbox"/>
5-13	Number of clogged drains out of 55					5-25	Refrigerator stocked with DHP and Bordetella vaccine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5-14	Number of open kennels runs out of 55					5-26	Dip tank clean and operational	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

-- Comments/Actions Needed --
Are there prepped footbaths? There are no happy kennel cards/appealing descriptions. No toys available. Employees couldn't find a scanner.
Hand sanitizers taken down. Evidently the hand sanitizers are on a shelf nearby but not easily identifiable as such.

**Inspection Area 6
Building 4 / Adoption Kennel**

Item #	Perimeter Play Area	A	M	S		6-15	Number of clogged drains out of 55	over 5		
6-01	Clean play area	X	<input type="checkbox"/>	<input type="checkbox"/>		6-16	Number of open kennels runs out of 55	Pretty full		
6-02	Cleaning station is stocked with waste removal bags	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Item #	Rear Kennel Area	A	M	S
Item #	Main Kennel Area	A	M	S		6-17	Clean floors and counter-tops	X	<input type="checkbox"/>	<input type="checkbox"/>
6-03	Prepped foot baths	<input type="checkbox"/>	<input type="checkbox"/>	X		6-18	Clean Kennels	X	<input type="checkbox"/>	<input type="checkbox"/>
6-04	Hand sanitizer available	<input type="checkbox"/>	<input type="checkbox"/>	X		6-19	All occupied runs have fresh water	X	<input type="checkbox"/>	<input type="checkbox"/>
6-05	Clean floors and windows	X	<input type="checkbox"/>	<input type="checkbox"/>		6-20	Food Containers	X	<input type="checkbox"/>	<input type="checkbox"/>
6-06	Kennel runs and doors are clean	X	<input type="checkbox"/>	<input type="checkbox"/>		6-21	Trash receptacle not overflowing	X	<input type="checkbox"/>	<input type="checkbox"/>
6-07	Kennel doors secured with clip	X	<input type="checkbox"/>	<input type="checkbox"/>		6-22	Microchip scanner available	<input type="checkbox"/>	<input type="checkbox"/>	X
6-08	Accuracy of kennel cards (i.e. picture, age, AID, and vaccinations) * Evaluate at random	X	<input type="checkbox"/>	<input type="checkbox"/>		6-23	Number of open cages out of 10			
6-09	All green sleeve dogs have happy kennel cards/appealing descriptions	<input type="checkbox"/>	<input type="checkbox"/>	X		Item #	Rear Intake Area	A	M	S
6-10	All occupied runs have fresh water	X	<input type="checkbox"/>	<input type="checkbox"/>		6-24	Prepped foot baths	<input type="checkbox"/>	<input type="checkbox"/>	X
6-11	Food bowls in each occupied run / or washed and neatly stacked	X	<input type="checkbox"/>	<input type="checkbox"/>		6-25	Clean floor	X	<input type="checkbox"/>	<input type="checkbox"/>
6-12	Drains free of gunk	X	<input type="checkbox"/>	<input type="checkbox"/>		6-26	Refrigerator stocked with DHPP and Bordetella vaccine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6-13	Runs have bedding	X	<input type="checkbox"/>	<input type="checkbox"/>		6-27	Dip tank clean and operational	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6-14	Toys available	<input type="checkbox"/>	<input type="checkbox"/>	X		6-28	Prepped foot baths	<input type="checkbox"/>	<input type="checkbox"/>	X

-- Comments/Actions Needed --
No animals in any play area. No prepped foot baths. German Shepherd had come in the night before with a broken leg. Hand sanitizers taken down. No prepped foot baths. The kennel smelled badly. Hand sanitizers had been removed from the walls. Employees had to look for scanner! No appealing descriptions. No toys.

Inspection Area 7
Building 5 / Cat Housing

Item #	Intake and Hallway Area	A	M	S	Item #	Main Cat Room	A	M	S
7-01	Prepped foot baths	<input type="checkbox"/>	<input type="checkbox"/>	X	7-15	Clean Floors and Counter-tops	X	<input type="checkbox"/>	<input type="checkbox"/>
7-02	Hand sanitizer available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7-16	Cages and cage doors are clean	X	<input type="checkbox"/>	<input type="checkbox"/>
7-03	Clean Floors and Counter-tops	X	<input type="checkbox"/>	<input type="checkbox"/>	7-17	Clean newspaper in cages	X	<input type="checkbox"/>	<input type="checkbox"/>
7-04	Refrigerator stocked with Rabies, FVRCP, Felomunel (intranasal under 5 weeks)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7-18	Clean litter boxes	X	<input type="checkbox"/>	<input type="checkbox"/>
7-05	Food storage closet neatly stocked	X	<input type="checkbox"/>	<input type="checkbox"/>	7-19	Fresh food and water in each cage	X	<input type="checkbox"/>	<input type="checkbox"/>
7-06	Clean supply closet neatly and orderly	X	<input type="checkbox"/>	<input type="checkbox"/>	7-20	Accuracy of Kennel Cards (i.e. picture, age, AID, and vaccinations) * Evaluate at random	X	<input type="checkbox"/>	<input type="checkbox"/>
Item #	Cat Room 2/ Patio Area	A	M	S	7-21	All green sleeve cats have happy kennel cards/appealing descriptions	<input type="checkbox"/>	<input type="checkbox"/>	X
7-07	Clean floors & windows	X	<input type="checkbox"/>	<input type="checkbox"/>	7-22	Number of open cages			
7-08	Cages and cage doors are clean	X	<input type="checkbox"/>	<input type="checkbox"/>	Item #	Cat Quarantine Room	A	M	S
7-09	Clean newspaper in cages	X	<input type="checkbox"/>	<input type="checkbox"/>	7-23	Clean Floors	X	<input type="checkbox"/>	<input type="checkbox"/>
7-10	Clean litter boxes	X	<input type="checkbox"/>	<input type="checkbox"/>	7-24	Cages and cage doors are clean	X	<input type="checkbox"/>	<input type="checkbox"/>
7-11	Fresh food and water in each cage	X	<input type="checkbox"/>	<input type="checkbox"/>	7-25	Clean newspaper in cages	X	<input type="checkbox"/>	<input type="checkbox"/>
7-12	All green sleeve cats (sterilized, vaccinated, and micro-chipped) * Evaluate at random	X	<input type="checkbox"/>	<input type="checkbox"/>	7-26	Clean litter boxes	X	<input type="checkbox"/>	<input type="checkbox"/>
7-13	All green sleeve cats have happy kennel cards/appealing descriptions	<input type="checkbox"/>	<input type="checkbox"/>	X	7-27	Fresh food and water in each cage	X	<input type="checkbox"/>	<input type="checkbox"/>
7-14	Perches, shelves, and toys	X	<input type="checkbox"/>	<input type="checkbox"/>	7-28	Accuracy of kennel cards (i.e. picture, age, vaccinations, and bite report) * Evaluate at random	X	<input type="checkbox"/>	<input type="checkbox"/>

-- Comments/Actions Needed --
Open cages. Area to outside is off quarantine room so cannot use!! The first aid kit was missing. The Barn Cat Program was mentioned.

Inspection Area 8 EBI Building

Item #	Kennel Holding Room	A	M	S	Item #	Rear Outdoor Hold Kennels	A	M	S
8-01	Clean Floors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8-09	Kennel runs and doors are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8-02	Cages and cage doors are clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8-10	Kennel doors secured with clip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8-03	Clean newspaper in cages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8-11	All occupied runs have fresh water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8-04	Fresh food and water in each cage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8-12	Accuracy of kennel cards (i.e. picture, age, AID, and vaccinations.) *Evaluate at random	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8-05	Accuracy of kennel cards (i.e. picture, age, AID, and vaccinations.) *Evaluate at random	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8-13	Heaters available on cold days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8-06	All cleaning supplies properly stored	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Item #	Euthanasia Room	A	M	S
					8-14	Clean floors and countertops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					8-15	Clean supplies are properly stored	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Item #	Kennel Supervisor Office	A	M	S	8-16	Exam tables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8-07	Clean floors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8-17	Euthanasia chemical are properly stored and secured	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8-08	Desks are neat and orderly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8-18	Staff are in compliance with dress code	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					8-19	Quiet environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					8-20	Cooler is clean and in working order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

-- Comments/Actions Needed --
Nothing taking place because there were just adoptions.

**Inspection Area 9
Storage Area(s)**

Item #	Storage 1 (Adoptions)	A	M	S	Item #	Storage Shed 3 (Kennel Food)	A	M	S
9-01	Clean and neatly organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9-05	Clean and neatly organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9-02	Equipment log / up to date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9-06	Food is free of insects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					9-07	Supply log / up to date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Item #	Storage Shed 2 (Kennel Supplies)	A	M	S					
9-03	Clean and neatly organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
9-04	Supply log / up to date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

-- Comments/Actions Needed --
Not available for inspection.

**Inspection Area 10
Animal Control Officer Trucks**

Item #	ACO Truck	A	M	S	Item #	Cleaning equipment and chemicals are properly stored	A	M	S
10-01	Exterior / Clean	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10-06	Engine (easily starts)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10-02	Cab Interior / Clean	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10-07	Cage ventilation system is working properly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10-03	Cages / Clean	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
10-04	Cage doors properly working	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

-- Comments/Actions Needed --

Sallie inspected two of the trucks on Tuesday. The four newer trucks had stained flooring in the cages – told these were hard to get completely removed. Therefore, if pictures are taken, it may appear to be feces on the floor. Some new trucks have been ordered and will not present the problems of the 4 or 5 other truck flooring in cages.

Inspection Area 11 Livestock Area

Item #	Pens	A	M	S	11-05	All occupied Pens have hay, grain, or feed	X	<input type="checkbox"/>	<input type="checkbox"/>
11-01	Area is clearly marked as live stock area	X	<input type="checkbox"/>	<input type="checkbox"/>	11-06	All equipment is properly stored	X	<input type="checkbox"/>	<input type="checkbox"/>
11-02	Fence is fully operational with no holes or breaks	X	<input type="checkbox"/>	<input type="checkbox"/>	11-07	All equipment is in proper working order.	X	<input type="checkbox"/>	<input type="checkbox"/>
11-03	Gates and latches are in proper working order	X	<input type="checkbox"/>	<input type="checkbox"/>					
11-04	All occupied Pens have fresh water	X	<input type="checkbox"/>	<input type="checkbox"/>					

-- Comments/Actions Needed --
Three donkeys were observed on Tuesday. Dr. Rogers was looking at one of the donkeys.

Inspection Area 12 Veterinary Clinic

Item #	Entrances and Hallway	A	M	S	12-08	All occupied runs/ cages have fresh water	<input type="checkbox"/>	<input type="checkbox"/>	X
12-01	Prepped foot baths (front and rear entrances)	<input type="checkbox"/>	<input type="checkbox"/>	X	12-09	Food bowls in each occupied run /or washed and neatly stacked	X	<input type="checkbox"/>	<input type="checkbox"/>
12-02	Clean floors	X	<input type="checkbox"/>	<input type="checkbox"/>	12-10	Accuracy of Kennel Cards (i.e. picture, age, AID, and vaccinations)*Evaluate at random	X	<input type="checkbox"/>	<input type="checkbox"/>
12-03	Free of debris and clutter	X	<input type="checkbox"/>	<input type="checkbox"/>	12-11	Occupied runs/ cage have one of the following: bed, blanket, or towel	X	<input type="checkbox"/>	<input type="checkbox"/>
12-04	Employee Restroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12-12	Food is properly stored	X	<input type="checkbox"/>	<input type="checkbox"/>
Item #	Recovery Room	A	M	S	12-13	Bedding and newspaper is neatly stored	X	<input type="checkbox"/>	<input type="checkbox"/>
12-05	Clean countertop and sink areas	X	<input type="checkbox"/>	<input type="checkbox"/>	12-14	Cleaning supplies are clearly labeled and properly stored	<input type="checkbox"/>	<input type="checkbox"/>	X
12-06	Cages and cage doors are clean	X	<input type="checkbox"/>	<input type="checkbox"/>	12-15	Trash receptacle not overflowing	X	<input type="checkbox"/>	<input type="checkbox"/>
12-07	Kennel runs and doors are clean	X	<input type="checkbox"/>	<input type="checkbox"/>					

One animal -- no water. No prepped foot baths. Dr. Smith would like to have foot bath pads for each kennel. On Tuesday there was a spray bottle of Trifectant not labeled. Dr. Smith is emphasizing the importance of being in compliance with OSHA standards.. Sallie pointed out to Dr. Smith that there were trays of rabies vaccines in the intake refriig on Tuesday and she immediately went to the front office to check on it.

**Inspection Area 12 - Continued
Veterinary Clinic**

Item #	Surgery/ Prep Room	A	M	S		Item #	Exam Room	A	M	S
12-16	Clean floors (surgery and prep room)	X	<input type="checkbox"/>	<input type="checkbox"/>		12-23	Clean workspace (exam tables, countertops etc...)	X	<input type="checkbox"/>	<input type="checkbox"/>
12-17	Countertops /exam tables are clean	X	<input type="checkbox"/>	<input type="checkbox"/>		12-24	Cages and cage doors are clean	X	<input type="checkbox"/>	<input type="checkbox"/>
12-18	Cages and cage doors are clean	X	<input type="checkbox"/>	<input type="checkbox"/>		12-25	All occupied cages have fresh water	X	<input type="checkbox"/>	<input type="checkbox"/>
12-19	Accuracy of Kennel Cards (i.e. picture, age, AID, and vaccinations)	X	<input type="checkbox"/>	<input type="checkbox"/>		12-26	Cleaning supplies clearly labeled and properly stored	X	<input type="checkbox"/>	<input type="checkbox"/>
12-20	*ID bands (sex appropriate ID bands, date, and initials)	X	<input type="checkbox"/>	<input type="checkbox"/>		12-27	Stocked with essential medical equipment and medicines and properly secured	X	<input type="checkbox"/>	<input type="checkbox"/>
12-21	*Animals identified as aggressive or too young have been noted on kennel card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		12-28	Refrigerator is clean and neatly organized	X	<input type="checkbox"/>	<input type="checkbox"/>
12-22	Trash receptacle not overflowing	X	<input type="checkbox"/>	<input type="checkbox"/>		12-29	Refrigerator is stocked with essential vaccines for daily operations	<input type="checkbox"/>	<input type="checkbox"/>	?

--- Comments/Actions Needed ---
Could not get into most rooms.. Green sleeves said Brooks. Inspected on Tuesday and Dr. Smith told me they did not premix vaccines. Shown changes in meds – now using Iverhart Max and Certifect which kills fleas and ticks (within 5-6 hours).

Inspection Area 13
Field Operations Building

Item #	Break Room	A	M	S	13-09	Desks are neat and orderly if not in use	X	<input type="checkbox"/>	<input type="checkbox"/>
13-01	Clean Floor	X	<input type="checkbox"/>	<input type="checkbox"/>	Item #	Laundry Room	A	M	S
13-02	Table Surfaces are clean	X	<input type="checkbox"/>	<input type="checkbox"/>	13-10	Clean Floor	X	<input type="checkbox"/>	<input type="checkbox"/>
13-03	Clean Refrigerator	X	<input type="checkbox"/>	<input type="checkbox"/>	13-11	Laundry is neatly organized	X	<input type="checkbox"/>	<input type="checkbox"/>
Item #	Equipment Room	A	M	S	12-12	Washer/Dryer are clean and operational	X	<input type="checkbox"/>	<input type="checkbox"/>
13-04	Equipment is neatly organized	X	<input type="checkbox"/>	<input type="checkbox"/>	Item #	Hallway	A	M	S
13-05	Non-operational equipment has been identified and reported	X	<input type="checkbox"/>	<input type="checkbox"/>	13-13	Clean Floor	X	<input type="checkbox"/>	<input type="checkbox"/>
13-06	Equipment log / up to date	X	<input type="checkbox"/>	<input type="checkbox"/>	13-14	Free of debris and clutter	X	<input type="checkbox"/>	<input type="checkbox"/>
Item #	Offices	A	M	S	Item #	Restrooms	A	M	S
13-07	Clean floors	X	<input type="checkbox"/>	<input type="checkbox"/>	13-15	Men's room clean and stocked	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13-08	Trash	X	<input type="checkbox"/>	<input type="checkbox"/>	13-16	Women's room clean and stocked	X	<input type="checkbox"/>	<input type="checkbox"/>

-- Comments/Actions Needed --

Did not go into Field Operations Building on Sunday. On Tuesday it was very busy. The things in the storeroom are being moved to an outside storeroom so the current storeroom can be turned into an office.

Inspection Area 14 Common Areas

Item #	Common Area	A	M	S	14-03	Facility fence is fully operational with no holes or breaks	X	<input type="checkbox"/>	<input type="checkbox"/>
14-01	General appearance of grounds landscape (i.e. grass and shrubbery)	X	<input type="checkbox"/>	<input type="checkbox"/>					
14-02	Areas throughout facility are clearly marked and identifiable to general public	X	<input type="checkbox"/>	<input type="checkbox"/>					

-- Comments/Actions Needed --
Paw prints need to be repainted in certain areas.

Additional Comments

Employees said rules are always changing. A concern is that the employees didn't know where the scanners were or if they had them. A volunteer, Katherine, talked to us about her asking to foster a dog for Christmas and was told no. Wonder why.

Main Facility Inspection Narrative

January 1, 2012 by Jose de la Cruz and Sallie Scott

Follow up on January 10, 2012 by Sallie Scott in areas not inspected on 1-1-12
for January 18, 2012 ACS Advisory Board Meeting

This was Jose de la Cruz's first inspection. With two people dividing the areas, more can be inspected and this will be done next time. The first date set was December 3rd but Jose was sick and it was a very cold miserable Saturday. Then we planned to come out on Friday, December 30, but the shelter was closed. We finally made it on New Year's Day and Sallie came out on Tuesday, January 10th, to see other areas.

1. Employees couldn't find scanners in multiple areas, but thought they were around somewhere.
2. Are the prepped foot baths not being used? Sallie spoke to Dr. Smith about the foot baths and Dr. Smith would like them at all kennels.
3. Hand sanitizers were removed from the wall in the adoption kennels. Why? Dr. Smith told Sallie that the hand sanitizers were in the hanging basket but weren't marked for use by visitors. The hand sanitizer brackets either need to be removed and a sign designating where the hand sanitizer can be found or the hand sanitizers need to be replaced.
4. The first aid kit was missing in the Cat area.
5. Employees mentioned often changing rules.
6. Suggestion: Competition between kennels as to making dogs more adoptable - cute signs, happy descriptions, bandanas on, basic obedience training, toys and towels/blankets in runs all making the dogs more marketable.
7. Need for information sheet to hand potential adopter with color codes on sleeves. This also gives them paper to note numbers of animals they are interested in.
8. No dogs in play yards with toys.
9. There were a lot of people looking for animals to adopt.
10. Restrooms in Annex need to be maintained especially when adopters are onsite - paper on floor, no toilet paper, no paper towels. Overall the restrooms were poorly kept on this day and adopters were using them frequently.
11. Need to take back TV to main lobby. Extension cord in main lobby was just hanging there.
12. Like the sign in Annex telling statistics for adopters to see successes.
13. Cat area outside cannot be used because quarantine room is the only room that opens to the outdoor area. Can this be changed?

14. *Need new notebook for Lost & Found because front had been torn off and literature shelves probably need to be checked more frequently.*

15. Rabies vaccines were observed in the intake refrigerator. After informing Dr. Smith about this, she immediately left to go to the intake area, stating that all vaccinations were to go through the clinic.

16. A spray bottle in the clinic was un marked and brought to the attention of Dr. Smith. She would like the clinic to be brought into complete compliance with OSHA standards. Sallie was very impressed by Dr. Smith's concern for the Clinic.

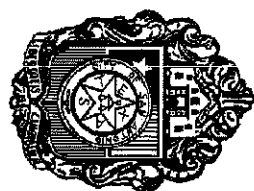
17. In Field Operations, they were moving things out of the storage room to make room for another office.

18. A tour of the trucks revealed that four or five newer trucks have flooring in the cage area that stains easily. When pictures are taken when dogs are in these cages, it appears that there is fecal matter on the flooring.

19. Noted that Iverhart Max is being used and Certifect that kills fleas and ticks (within 5-6 hours).



The City of San Antonio, TX
Animal Care Services Department
Inspection Checklist
Southside Auxiliary Shelter



This checklist was developed to assist ACS management and Advisory Board with "best practice" compliance. The inspection items pertain to customer service, workspace and kennel conditions. Previous Facility Inspection Checklist items requiring special attention will be reviewed on current inspections to ensure that deficiencies have been corrected. Items that have not been addressed or corrected should be marked and highlighted.

Date and Time:	04 Dec 2011 12:15 p.m.
Inspector(s):	William White

Inspection Areas:

- Area 1- Kennel 1
- Area 2- Kennel 2
- Area 3- Auxiliary Building
- Area 4- Storage & Common Area

Inspection Area 1 Kennel 1

Item #	Staff	A	M	S		1-09	Food bowl in each occupied run - or washed and neatly stacked	X	<input type="checkbox"/>	<input type="checkbox"/>
1-01	Greeted upon arrival	X	<input type="checkbox"/>	<input type="checkbox"/>		1-10	Runs have bedding	<input type="checkbox"/>	X	<input type="checkbox"/>
1-02	Employees are in compliance with dress code	X	<input type="checkbox"/>	<input type="checkbox"/>		1-11	Toys available	<input type="checkbox"/>	X	<input type="checkbox"/>
						1-12	Accuracy of Kennel Cards (i.e. picture, age, AID, and vaccinations) *Evaluate at random	X	<input type="checkbox"/>	<input type="checkbox"/>
Item #	Kennel Area	A	M	S		1-13	All green sleeve dogs have happy kennel cards/appealing descriptions	<input type="checkbox"/>	X	<input type="checkbox"/>
1-03	Clean floors	X	<input type="checkbox"/>	<input type="checkbox"/>		1-14	Trench drains free of gunk	X	<input type="checkbox"/>	<input type="checkbox"/>
1-04	Clean walls and ceilings	X	<input type="checkbox"/>	<input type="checkbox"/>		1-15	Number of open kennels runs out of 50	About half		
1-05	Kennel runs and doors are clean	X	<input type="checkbox"/>	<input type="checkbox"/>						
1-06	Kennel doors are working properly	X	<input type="checkbox"/>	<input type="checkbox"/>		Item #	Storage	A	M	S
1-07	Kennel doors secured with clip	X	<input type="checkbox"/>	<input type="checkbox"/>		1-16	Trash receptacle not overflowing	X	<input type="checkbox"/>	<input type="checkbox"/>
1-08	All occupied runs have fresh water	X	<input type="checkbox"/>	<input type="checkbox"/>		1-17	All chemicals are properly labeled	X	<input type="checkbox"/>	<input type="checkbox"/>

-- Comments/Actions Needed --

Inspection Area 2 Kennel 2

Item #	Staff	A	M	S					
2-01	Greeted upon arrival	X	<input type="checkbox"/>	<input type="checkbox"/>		2-11	Toys available	<input type="checkbox"/>	X <input type="checkbox"/>
2-02	Employees are in compliance with dress code	X	<input type="checkbox"/>	<input type="checkbox"/>		2-12	Accuracy of kennel cards (i.e. picture, age, vaccinations, and bite report) * Evaluate at random	X	<input type="checkbox"/> <input type="checkbox"/>
						2-13	All green sleeve dogs have happy kennel cards/appealing descriptions	X	<input type="checkbox"/> <input type="checkbox"/>
Item #	Kennel Area	A	M	S		2-14	Trench drains free of gunk	X	<input type="checkbox"/> <input type="checkbox"/>
2-03	Clean floors	X	<input type="checkbox"/>	<input type="checkbox"/>		2-15	Number of open Stray kennels runs out of 20	More than half	
2-04	Clean walls and ceilings	X	<input type="checkbox"/>	<input type="checkbox"/>		2-16	Number of open Quarantine kennels runs out of 30		
2-05	Kennel runs and doors are clean	X	<input type="checkbox"/>	<input type="checkbox"/>					
2-06	Kennel doors are working properly	X	<input type="checkbox"/>	<input type="checkbox"/>		Item #	Laundry Area	A	M S
2-07	Kennel doors secured with clip	X	<input type="checkbox"/>	<input type="checkbox"/>		2-17	Clean Floor	X	<input type="checkbox"/> <input type="checkbox"/>
2-08	All occupied runs have fresh water	X	<input type="checkbox"/>	<input type="checkbox"/>		2-18	Laundry is neatly organized	X	<input type="checkbox"/> <input type="checkbox"/>
2-09	Food bowl in each occupied run - or washed and neatly stacked	X	<input type="checkbox"/>	<input type="checkbox"/>		2-19	Washer/dryer are clean and operational	X	<input type="checkbox"/> <input type="checkbox"/>
--- Comments/Actions Needed ---									

Inspection Area 3 **Auxiliary Building**

Item #	Staff	A	M	S		3-11	Supplies are organized and properly stored	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-01	Greeted upon arrival	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3-12	Supply log is updated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-02	Employees are in compliance with dress code	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3-13	Working air conditioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
						3-14	Staff refrigerator is clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Item #	Office Area	A	M	S		Item #	Exam Room	A	M	S
3-03	Clean floors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-15	Clean floors (surgery and prep room)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-04	Organized desk area(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		3-16	Trash receptacle not overflowing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-05	Trash receptacle not overflowing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-17	Clean sink	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-06	Refrigerator stocked with DHP, Bordetella, and Rabies vaccine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-18	Clean countertops /exam tables	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3-07	Paperwork is organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		3-19	Stocked with essential medical equipment and medicines and properly secured	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
						3-20	Working scale	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
						3-21	Working Micro-Chip Scanner(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
						3-22	Working air conditioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
						3-23	Cleaning supplies clearly labeled and properly stored	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

-- Comments/Actions Needed --

Inspection Area 4 Storage & Common Areas

Item #	Storage Area	A	M	S		4-03	Areas throughout facility are clearly marked and identifiable to general public	X	<input type="checkbox"/>	<input type="checkbox"/>
4-01	Clean and neatly organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		4-04	Facility fence is fully operational with no holes or breaks	X	<input type="checkbox"/>	<input type="checkbox"/>
Item #	Common Area	A	M	S						
4-02	General appearance of grounds landscape (i.e. grass and shrubbery)	X	<input type="checkbox"/>	<input type="checkbox"/>						

-- Comments/Actions Needed --

The perimeter fence is in good shape and appeared new. Large building identification signs were installed since Mona Thaxton's visit in October 2011.

Additional Comments

A weather front had passed through the previous night, and some staff were assigned to prepare the facility for cold weather. The large shutters had been drawn down, and the permanent gas heaters were maintaining a comfortable temperature in the kennels. Tarps were being spread across the fenced access runs between the buildings, to protect both employees and dogs that pass through them.

Debbie DeGuzman, who is supervisor of the facility, greeted me as I arrived unannounced. I came with the expectation of witnessing the first regular Sunday adoption hours at Brooks, but a widely distributed e-mail contained erroneous information. I later visited the Hwy 151 facility to witness the event. I left Brooks with a favorable impression, noting the dedication that she, her staff and other ACS employees had to bring this facility into operation. I believe I was the first "civilian" non-City employee admitted to the facility, during the early stages of renovation, in summer 2010. The buildings' structural soundness appears to remain in place during these activities.

With the onset of the first of season's cold weather, Debbie DeGuzman had already put out the appeal for blankets and toys, the only major shortcoming I noted. This was already being acted upon by staff. Her only request to me was consideration of a hot water heater, which will enhance cleanliness and sanitation among the employees, she said. I know that homebuilders occasionally have new, surplus units left over.

Operations Report January 13, 2012

Inspection reports of the Southside Auxiliary Shelter and the 151 Shelter were reviewed in a meeting with Joe Angelo on Friday, January 13th.

Southside Auxiliary Shelter

Bill White completed the walkthrough on December 4th. He noted a need for a hot water heater. Joe Angelo will address this need.

Addendum to the Southside Shelter walkthrough: I (Rita Braeutigam) went to visit the shelter on January 1st with out of state visitors. Kennel 1 was very clean. All the dogs had blankets in their kennel. Kennel 2 was the extreme opposite. Approximately three quarters of the kennels had feces that many of the dogs had walked in and several kennels had kuranda beds that were overturned and pooled with urine. No dogs had blankets in their runs. The 2 animal care attendants stood and talked with each other for the 15 minutes that we were in kennel 2. An email was sent to Gary Hendel and Elizabeth Kalmykov on January 2nd detailing my experience.

Animal Care Services 151 Shelter

Sallie Scott and Jose de la Cruz inspected the 151 shelter on Sunday January 1st. Due to certain areas of the shelter closed because it was Sunday, Sallie Scott completed the inspection on January 10th.

There were several issues that were addressed with Joe Angelo on Friday, January 13th. Mr. Angelo will follow up on the hand sanitizers that have been removed from the wall in the kennels. Dr. Jefferson will be asked to work on a solution to the public's understanding of the color codes of the paperwork sleeves. Extra restroom supplies will be stacked on Friday evening so that supplies do not run out over the weekend when there are no housekeeping services. The television that was in the main lobby has been moved to the Annex building. The Annex is a larger building and the television can therefore be used in a variety of ways with small and large groups. Mr. Angelo will address the outside cat area so the cats can use the area again. There are 2 scanners at 151. One is located in the front office and the second one is located in the back enforcement office. Finally, Mr. Angelo will follow up on the rabies vaccines that are in the refrigerator in the intake office.

Addendum to the ACS 151 shelter walk through: I (Rita Braeutigam) received an email from a transport program foster. Her letter detailed the condition of her 3 foster puppies when she picked them up from surgery on January 10th. There was "a large pool of black sticky poop covering 50% of the kennel that the puppies were lying in". "They had obviously pee'd and vomited and had been sitting in that for what I would assume was about 3 hours, based on how caked on and dried the poop was on them." She noted there were clean, empty kennels nearby. Her concern was a risk of infection since they have just

been neutered. "Numerous other post surgery dogs were lying in the same condition."
Mr. Angelo will follow up on this complaint with the clinic.

Rita Braeutigam
District 9 Representative
Animal Care Advisory Board

*Friends of Animal Care Services
Report to the ACS Advisory Board
January 18, 2012*

Friends of Animal Care Services produced a pamphlet explaining the ACS Strategic Plan to hand out at events and be available at the shelter. (See attached).

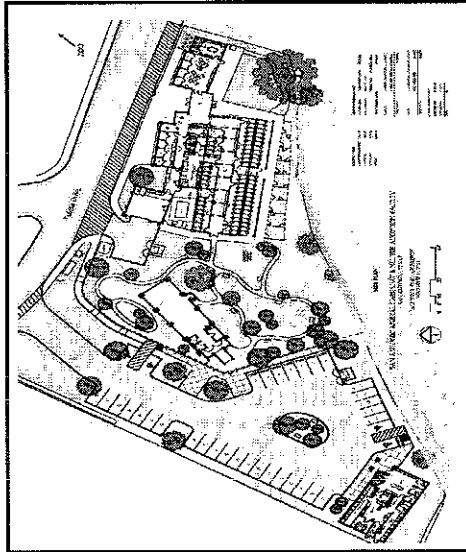
Joe Angelo, ACS Interim Director, and Erik Walsh, Deputy City Manager, spoke to The Oakes Club (a group of executive business women), on Tuesday, January 10th about the Strategic Plan. It was well received with many questions.

The shelters for the feral cats at ACS have been back ordered and hopefully will arrive soon.

We are waiting for a list of carriers needed (sizes, colors, & manufacturer desired) from ACS so the order can be placed for this donation from FACS.

FACS donated a \$50 Wal-Mart gift certificate and a Book of Free to the drawing at the ACS Christmas party.

Brackenridge Park Pet Center



Includes:

- Adoption Facility for Dogs & Cats
- Spay/Neuter Clinic
- Education & Training Pavilion



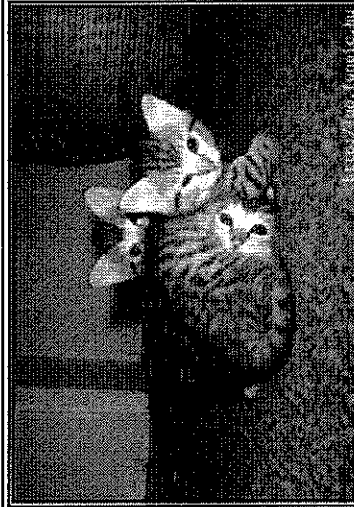
BRACKENRIDGE PARK PET CENTER
1100 BRACKENRIDGE PARK DRIVE
SAN ANTONIO, TEXAS 78205
(210) 205-1234
www.saafdn.org

Purpose

The goal of the City of San Antonio is to improve the policies and operations of the Animal Care Services Department. ACS has dedicated itself to maintaining public health and safety, while finding a permanent home for all healthy and treatable animals.

The Strategic Plan is centered on three primary objectives:

- Increasing live releases;
- Controlling the stray animal population; and
- Enhanced enforcement

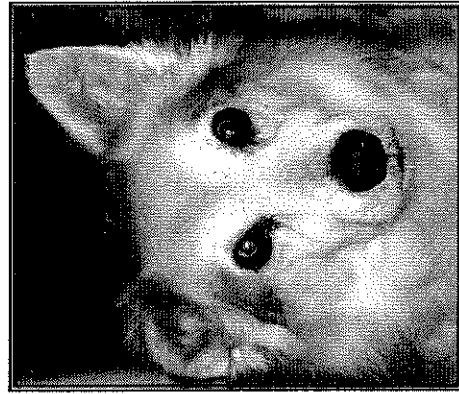


This pamphlet is made possible by Friends of Animal Care Services (a 501(c)3 tax exempt organization). To donate, send your check made out to Friends of Animal Care Services to San Antonio Area Foundation, 110 Broadway, San Antonio, TX 78205 or charge online at www.saafdn.org, click donate, then "other" at the bottom and type in Friends of Animal Care Services.

San Antonio Animal Care Services



2012 Strategic Plan



Increasing Live Release



Key Elements:

- Strong organized community partnerships and volunteer networks;
- Community outreach activities that inform people about free & low-cost spay/neuter;
- Promote vibrant volunteer programs at shelters;
- Reminders to citizens to license their pets;
- Increase hours open to the public for adoptions; and
- Special adoption events at ACS.

Three Elements to Achieve High Live Release Rates:

1. Strong Licensing Programs
2. Spay/Neuter Partnerships
3. High-Volume Rescue Partners

Controlling the Stray Animal Population



By controlling and ultimately reducing the stray animal population of approximately 153,000 animals with an additional 26,000 animals picked up dead on our streets, the number of animal bites and other incidents with citizens are projected to decline.

ACS plans to achieve:

- Target spay/neuter surgeries in areas of high concentrations of strays and people unlikely to seek assistance on their own;
- Expand the community's capacity to perform spay/neuter surgeries;
- Inform people about responsible pet ownership; rabies vaccinations, and access to licensing to get pets back home, through marketing and outreach.

Enhanced Enforcement



Enforcement of existing laws and codes are critical to protecting the health and safety of our citizens and their pets.

Moving forward, ACS plans to achieve:

- Faster response time to priority calls
- Better enforcement of existing animal care codes
- Development of new codes regarding private sale of pets
- Addition of three dispatchers to staff; and
- Address Dangerous Dogs within Animal Court, with further expansion planned.

Consortium Animal No Kill Progress Report December 2011

I. INCREASE COMMUNITY AWARENESS AND OWNER RESPONSIBILITY

Awareness campaign

We continue to distribute the spay/neuter posters and "Pet Yellow Books" and are still looking to get the spay/neuter posters put up in every City facility that serves the public.

We distributed 500 calendars printed with spay/neuter clinic information on them (the same info that is on the spay/neuter posters) and distributed them to Pet's Barn, various Feed stores, restaurants, and small grocery stores and meat markets on the South and West sides of town.

We distributed a number of spay/neuter posters and Pet Yellow Books to the San Antonio Food Bank to give to their clients.

II. REDUCE THE NUMBER OF STRAYS/HOMELESS ANIMALS

Spay/Neuter

November, December, and Calendar 2011 reports provided to the Advisory Board separately. The surgery numbers for October through December 2011 were down from previous quarters and from the same quarter in 2010. This was likely due to a combination of factors: SpaySA's move to their new location, discontinuance of the ACS mobile clinic, and a general decline in number of surgeries at all clinics.

Despite that, total surgeries for the calendar year were 51,751, which were 3,385 more than calendar 2010.

III. PROMOTE BEST PRACTICES AMONG ALL ANIMAL CARE ORGANIZATIONS

Nothing new to report.

IV. IMPLEMENT EFFECTIVE PUBLIC POLICY AND ORDINANCES

V. SECURE NEEDED HUMAN AND FINANCIAL RESOURCES

Fundraising

We held our annual on-line fundraiser the week of December 16th – December 23rd. Response was minimal with total donations of \$220.

We did receive a \$100,000 donation from an anonymous donor. These funds will be combined with our Animal Services funds and will be distributed in the same process as our discretionary community grants, which is underway now.



We received \$1,914 in individual donations, \$5,000 in corporate donations, and \$100,000 in grants in December. A total of \$106,914.

We have received \$115,036 total donations in 2012 FYTD.

VI. FOSTER DEVELOPMENT OF CONSORTIUM OF PARTNERS

Consortium

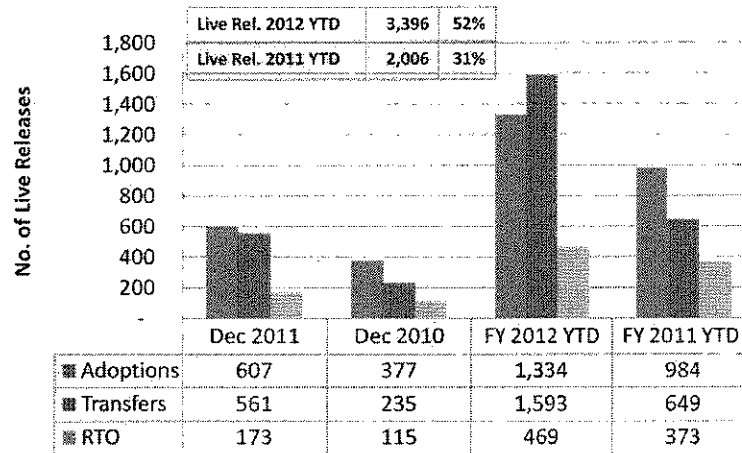
The Consortium met on December 6th. We discussed the recent success with live release at ACS, particularly what were the success factors and how can we continue them. The Consortium agreed with the PR Task Force's public relations spending plan and to provide three major events to educate the public on Care, Adopt, Neuter and our No Kill effort.

- A large "pet fiesta" to include a spay/neuter clinic, a shot clinic, a mega adoption, pet contests, nonprofit and for profit information booths to educate citizens on proper care for pets. This will be held on March 24th at Woodlawn Lake Park and Councilman Medina's office will support the event.
- A Spay/Neuter Week, which date will be determined in conjunction with the high-volume spay/neuter clinics.
- A "Community Conversation" like the Reno Achieved No Kill: San Antonio CAN, Too event held in September 2011.

The Area Foundation No Kill program office will continue to fund robocalling services that can be used by animal welfare organizations involved in the No Kill effort. We have also committed to an outdoor advertising campaign for spay/neuter using Junior Posters (5' x 8' signs) and bus shelter transit signs that will be placed in each area that ACS will do blockwalking for their comprehensive sweeps program.

The next Consortium meeting is February 14th.

ACS Live Release (Fiscal YTD)



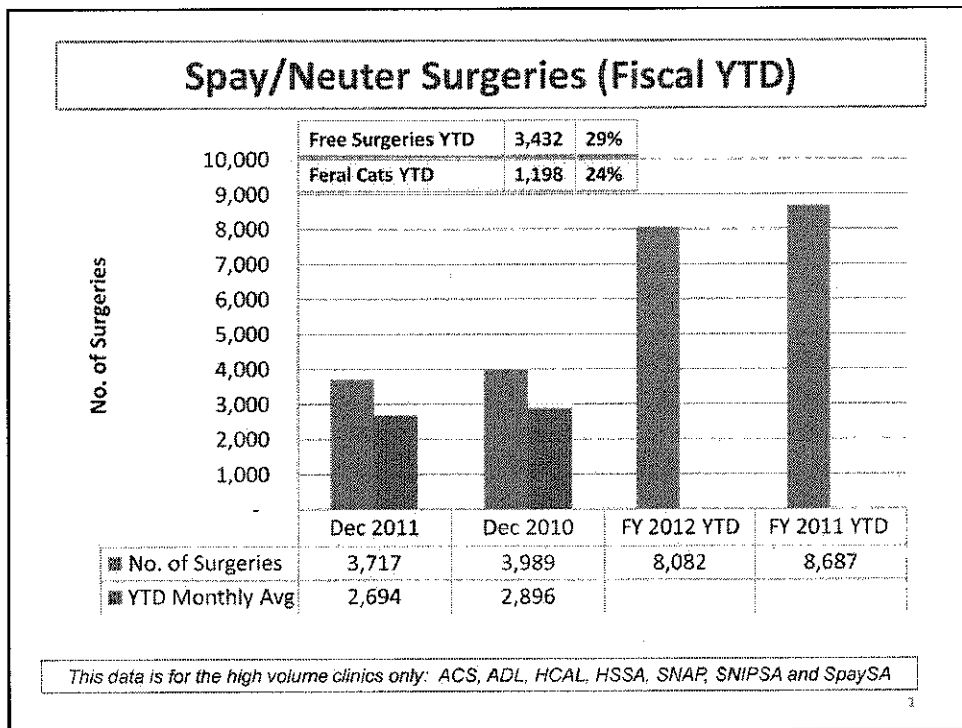
Date	Intake	Live Release	Healthy & Treatable Euthanasia	Unhealthy Untreatable Euthanasia	Total Euthanasia	Live Release Pct	Euthanasia Pct
Dec 2011	2,447	1,341	344	687	1,031	58.2%	41.8%
2012 FYTD	6,841	3,396	1,520	1,871	3,391	51.5%	48.5%
2011 FYTD	5,992	2,006	1,506	2,459	3,965	31.0%	69.0%

Monthly Adoptions: 607 (Up 253 (71%) from previous month)
Total Transfers: 561 (Up 11 (2%) from previous month)
Total RTO's: 173 (Up 12 (7%) from previous month)
Total Offsite Adoptions: 55 (Down 1 (2%) from previous month)
Live Release: 1,341 (Up 276 (26%) from previous month)
Intake: 2,447 (Up 243 (11%) from previous month)
Healthy & Treatable Intake: 1,902 (Up 257 (16%) from previous month)
Healthy & Treatable Live Release Rate: 70.5% (Up 6% from previous month)
Healthy & Treatable Euthanasia Rate: 18.1% (Down 11% from previous month)

Fiscal YTD Adoptions: 1,334 (Up 350 (36%) from FYTD 2011)
Fiscal YTD Transfers: 1,593 (Up 944 (145%) from FYTD 2011)
Fiscal YTD RTO's: 469 (Up 96 (26%) from FYTD 2011)
Fiscal YTD Offsite Adoptions: 159 (Down 11 (6%) from FYTD 2011)
Fiscal YTD Live Release: 3,396 (Up 1,390 (69%) from FYTD 2011)
Fiscal YTD Intake: 7,059 (Up 891 (14%) from FYTD 2011)
Healthy & Treatable Intake: 5,292 (Up 1,297 (32%) from FYTD 2011)
Healthy & Treatable Live Release Rate: 64.2% (Up 21% from FYTD 2011)
Healthy & Treatable Euthanasia Rate: 28.7% (Down 11% from FYTD 2011)

Notes:

- The number of Adoptions, Transfers to Rescue and Live Releases in December set new records for the third month in a row! The number of adoptions surpassed the previous monthly record by over 200!
- Live Release Rate is the also the highest on record. ACS is over 50% for the fiscal year to date!
- The Euthanasia Rate set a new low record.



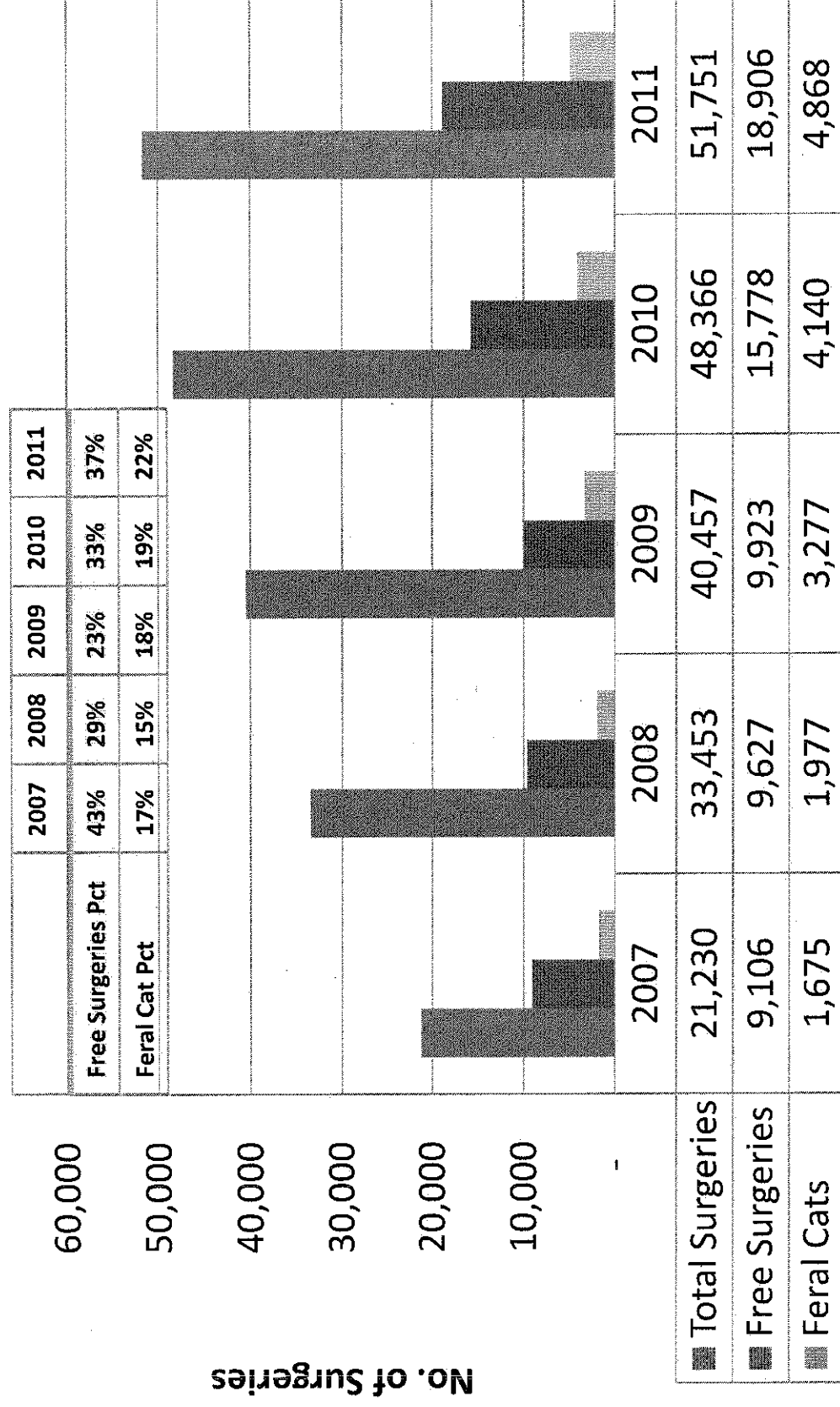
Here are the number of spay/neuter surgeries performed last month and fiscal YTD through last month.

You can see that December of this year was lower than December of last year by 272 surgeries. This is a 7% decrease from last year.

Free surgeries are 6% higher than FY 2011 YTD. Feral Cat surgeries are 4% higher than last year.

A total of 340 mobile or MASH surgeries were provided in December (versus 632 in December of 2010).

Spay/Neuter Surgeries (Calendar Years)



This data is for the high volume clinics only: ACS, ADL, HCAL, SAHS, SNAP, SpaySA and SNIPSA MASH clinics